



COUNTY OF LOS ANGELES

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May 26, 2005

To: Department Heads

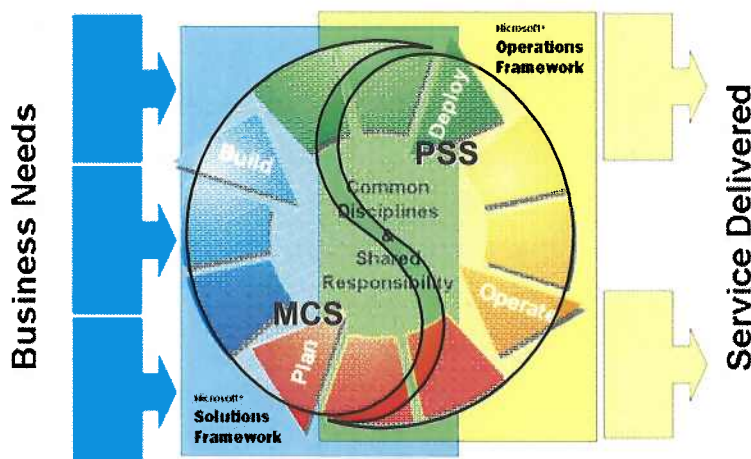
From: Jon W. Fullinwider
Chief Information Officer

Subject: **MICROSOFT MASTER SERVICES AGREEMENT**

The Board has approved our Master Services Agreement (MSA) with Microsoft Corporation (Agreement No. 75272). Microsoft products are used throughout the County, from the employees' desktop computers to the back-office servers running our web applications, databases, file sharing, e-mail and calendaring. Microsoft products enable the County to deliver services within and among the departments and to the public. The MSA will allow departments to procure services from Microsoft Consulting Services (MCS) and Premier Support Services (PSS).

As discussed in our monthly Telecommunication & Systems Advisory Body (TSAB) meetings with departmental I/T managers, Microsoft Consulting Services can provide proven practices for architecting, planning, building, and deploying Microsoft technologies, and Microsoft Premier Support Services can provide priority support and operational guidance that help organizations achieve mission-critical system reliability, availability, supportability, and manageability of Microsoft technologies. Combined, MCS and PSS offer expert assistance for the complete I/T life cycle.

IT Project Life Cycle



"To Enrich Lives Through Effective And Caring Service"

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Microsoft Consulting Services and Premier Support Services can draw from a wide range of internal Microsoft resources, including the actual software developers for the products upon which the County depends. Using their experiences with other large Microsoft customers worldwide, MCS and PSS can also provide insight into best practices and recommendations for realizing the most from the County's current investment in Microsoft technologies and assistance in planning for new business demands.

A copy of the Microsoft Services Agreement can be downloaded from:
http://mylacounty.info/cio/distribute_documents/cms1_029446.pdf.

Several departments are planning on establishing PSS agreements before the end of this fiscal year to provide them a year of priority support from Microsoft. My office can work with your staff to obtain the Microsoft services you feel would help your department continue to be successful.

Should you or your staff have any questions, please contact either David Hamamoto (213.974.1725, dhamamoto@cio.co.la.ca.us) or Jonathan Williams (213.974.2080, jwilliams@cio.co.la.ca.us).

JWF:DH:ygd

c: Information Technology Managers
Chair, Information Systems Commission